

Steve Smith

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Qualifications Summary

Enthusiastic, hardworking and self-motivated sales professional with excellent interpersonal skills seeks a position in sales. Qualifications include:

- Eleven years experience marketing software products to Fortune 1000 companies and to the pharmaceutical, manufacturing, retail and apparel industries
- Exceptional presentation, negotiation, communication, and interpersonal skills; will quickly develop positive rapport with business professionals
- As sales manager, delivered consistent revenue growth through expertise in sales presentations, account development and client retention
- Additional five years experience as a counselor in the healthcare industry

Professional Experience

Community Liaison, NAME OF ORGANIZATION, Anytown, ST 08/05 - Present

- Provide onsite community assessments for elders living in or wishing to return to independent living; In six month period provided 150 home assessments, establishing 100 families with community based services
- Assess clients' eligibility and need for various federal and state funded programs and make determinations regarding appropriate case disposition and required referrals to community resources
- Assist all applicants in obtaining access to public benefits or other community or volunteer services by making referrals and assisting with applications as needed
- Participate in case conferences, problem solving and discharge planning meetings at hospitals, nursing facilities, and rehabilitation hospitals

Case Manager, NAME OF ORGANIZATION, Anytown, ST 09/04 - 08/05

- Provided case management services to clients with physical impairments and complex medical problems, carrying a case load of 95, and completing over 200 community visits
- Fostered and maintained vendor relationships, including participation in vendor review meetings and incident reporting
- Mediated issues between providers, family members, and clients based on information in the Individual or Discharge Service Plan
- Coordinated and documented care services in compliance with state regulatory requirements

Software Sales Manager, NAME OF ORGANIZATION, Anytown, ST 03/03 - 01/04

- Delivered new business in manufacturing, pharmaceutical and apparel industries by developing an ongoing, high volume cold calling program
- Gave compelling front-line software and data collection demonstrations highlighting ROI principles
- Leveraged integration to Back Office suites such as Great Plains, Accpac, Solomon Financials, Macola and SAP Business One, and others for additional revenue streams
- Supervised five sales people and coordinated lead processing from ten internal material handling sales representatives
- Increased sales through innovative marketing strategies including direct mail campaigns, trade shows and on-line demonstrations
- Handled all product presentations and devised new interactive strategy that led to 25% more presentations (and 22% more closes)
- Attained at least 100% of sales goals with company's enterprise software line

Software Sales Manager, NAME OF ORGANIZATION, Anytown, ST**02/98 - 03/03**

- Gave presentations and sold products to Fortune 1000 companies such as H.J. Heinz, The Dial Corp. and GNC delivering \$1.6 million in software license fee revenues
- Implemented and maintained cold and warm calling programs
- Developed cross-selling program with sister companies that led to increase in earnings the first year of \$120,000
- Attained at least 100% of sales goals with company's enterprise software line
- Rebuilt relationships with customers through formation of nation-wide user's group, persuading a key account that represented 21% of total sales to commit to new multi-site user license
- Developed sales training course that was adopted and used with all incoming sales representatives
- Successfully leveraged existing customer base for new business, including software customization, data collection equipment upgrades, and support equipment and services
- Supervised and coached three junior sales persons

Project Manager, NAME OF ORGANIZATION, Anytown, ST**03/95 - 01/98**

- Designed and successfully implemented a real-time eligibility and benefits utilization system that dramatically improved capacity
- Provided significant labor cost savings within customer service call center
- Enhanced outreach and public relations through articles in *Name of Newspaper*
- Supervised a 12-member development staff

Project Manager, NAME OF ORGANIZATION, Anytown, ST**02/92 - 02/95**

- Developed new market growth strategies, which resulted in new source code contacts generating first year sales of \$200,000
- Developed successful cold-calling plan, routinely reaching high call-per-day target
- Developed strategic relationships with RF vendors for joint selling and provided ear-to-the-ground access to industry movements
- Successfully sold systems designed to meet major retailer EDI and compliance labeling requirements
- Provided project management for customization projects for RF terminals, including specialized barcode applications for Wal-Mart and other retailers
- Comprehensive interactions with radio frequency / barcode developers and customers' MIS departments to ensure proper fit and functionality of custom work
- Wrote and published case studies to increase marketing collateral

Direct Care Counselor, NAME OF ORGANIZATION, Anytown, ST**05/87 - 01/92**

- Focused counseling services on human growth and development throughout a broad range of personal, familial, vocational, and interpersonal contexts
- Assisted clients in developing skills needed for movement to less restrictive settings
- Conducted community outreach activities including participation in job fairs, community sponsorships, and local news paper articles

Education / Computer Skills

- B.A., Psychology, Name of University, Anytown, ST (1986)
- Completed one semester of graduate study at Name of University in Philosophy
- Proficient in PowerPoint, Excel, MS Word, PageMaker, Adobe Audition and Visio